

## Best Practices for School District Response

Gaggle Safety Management helps identify potentially harmful student situations and provides opportunities to teach digital citizenship. Identifying the problem, however, is only the first step. A plan for response when a call or email is sent by Gaggle Safety Representatives is imperative.

While decisions on whom should receive the notifications and the process of intervention both vary, Gaggle has determined a number of recommendations based on years of working with all sizes and types of school districts. Most school districts will find that Gaggle Safety Management complements policies and processes already in place for student safety.

### Who to involve in planning:

Although the demographics of your school district will affect the number of departments or administrative personnel that should be included in the initial planning, every district generally has someone filling one of the following key roles:

- ✦ **Administrator in charge of student safety, welfare, services or security:**

In a large urban district, this might be the head of the district police department, while in a small district, this person could be the superintendent. Consider who is trained, experienced and responsible in a potential worst-case scenario.

- ✦ **Head of counseling:**

Thankfully, most situations identified by Gaggle do not involve or have not developed into an immediate or tragic result, but are opportunities for intervention and prevention of further harm. Response to a crisis can require delicate handling of both the student(s) and parents with which most school counselors are familiar.

- ✦ **School principal(s) or assistant principal(s) responsible for student discipline:**

In serious issues, school-level personnel are informed by the district emergency contacts when their student is the subject of a notification. In Gaggle's minor violation warning process, a school-level staff member can receive copies of violations in order to decide if further action is necessary.

- ✦ **Head of communications, public relations, community involvement:**

Given the prevalence of student safety concerns in the media, the use of Gaggle Safety Management can be a powerful opportunity for positive press, so including this department or staff member in the initial introduction of the service can be beneficial.

### How to respond to an emergency notification:

Most school districts already have policies and procedures in place for dealing with situations they gain knowledge of through non-digital sources. Typically, these will also apply to any notifications from Gaggle. Benefits of identifying issues through electronic communication include: clear evidence of interactions and the ability to follow continued and/or ancillary issues. Student activities are transparent and easily accessible to your assigned staff. Gaggle Customer Service and Safety Representatives are happy to assist you with student investigations and electronic searches.

Your Gaggle Implementation Specialist will provide helpful documentation and guidance during your planning and setup of Gaggle Safety Management to ensure you are prepared to handle identified situations, and your Account Representative will provide ongoing reports and support.